	Section/ Table	Page/ Item #	Question	Answer
Q1	2.1	7	RFP requires that proposer provide DHS documentation needed for ongoing support and management of the website. Please elaborate on the level of support expected (i.e., Drupal module guidance, 24x7 break-fix support, advisory hours, phone/support tickets, Drupal core/module/security updates, etc.)?	State technical staff will be providing all support for the website. Vendor staff is expected to provide documentation for the website that they are creating to enable State staff to provide support and ongoing maintenance. In addition, selected vendor is asked to field DHS questions/help for 90 days after the golive during regular business hours. (This can be included as a separate cost.)
Q2			Does DHS have any post-deployment support requirements (e.g., SLA's) for the new site, and this project?	State technical staff will be providing all support for the website. Vendor staff is expected to provide documentation for the website that they are creating to enable State staff to provide support and ongoing maintenance. In addition, selected vendor is asked to field DHS questions/help for 90 days after the golive during regular business hours. (This can be included as a separate cost.)
Q3	2.1	7	Do you anticipate needing Drupal SLA based support?	No.
Q4			Would it be helpful for code audits to validate changes in the test environment, prior to releasing on the production environment on a scheduled basis (monthly/ quarterly/ bi-yearly/ yearly)?	No.
Q5			Are you open using an auto translation service on the site or do you want three copies of each page on the new site with navigation directing users to the content in the different languages?	DHS would like the site to integrate the use of Google Translate as part of the site design. Users could choose to translate any given web page.
Q6	Table 2.1.1.1		RFP requires that language translation would be "an automatic feature minimally enabling Spanish and Russian languages." Can you clarify what you mean by "minimally enabling"? For instance, do you envision a minimal set of pages that are translated to these languages or are these 2 languages the *minimum* set of languages that will need to be addressed for full site translation?	DHS would like the site to integrate the use of Google Translate as part of the site design. Users could choose to translate any given web page.
Q7	Table 2.1.1.1	5	Will DHS utilize a service like Google Translate or will you provide translated pages for all content. If this is the later, will you be translating the whole site or just portions?	DHS would like the site to integrate the use of Google Translate as part of the site design. Users could choose to translate any given web page.
Q8			Can you provide more details on the volume of pages that need to be translated to Spanish and Russian? Can you clarify what you mean by "minimally enabling"? For instance, do you envision a minimal set of pages that are translated to these languages or are these 2 languages the *minimum* set of languages that will need to be addressed for full site translation?	DHS would like the site to integrate the use of Google Translate as part of the site design. Users could choose to translate any given web page.
Q9			Is any of the content to be migrated in a language other than English?	DHS would like the site to integrate the use of Google Translate as part of the site design. Users could choose to translate any given web page.
Q10			Do you need the agency to manage the translation?	No. DHS would like the site to integrate the use of Google Translate as part of the site design. Users could choose to translate any given web page.

	Section/ Table	Page/ Item #	Question	Answer
Q11			Who will provide content translation services?	DHS would like the site to integrate the use of Google Translate as part of the site design. Users could choose to translate any given web page.
Q12			Does the Web Access Management System (WAMS) integrate with Active Directory? If not, what authentication method is used by this service?	State of Wisconsin's Web Access Management System (WAMS) comprises the policies, standards, hardware and software that manage the customer accounts used to authenticate individuals who are requesting access to State services via the Internet. This e-Business Directory uses SAML to exchange exchanging authentication and authorization data between systems.
Q13	Table 2.1.1.1	14	Is there an open standard powering the WAMS authentication protocol (ex. OpenID)? Is there an API available to developers to connect external systems to this system or does it also use LDAP?	State of Wisconsin's Web Access Management System (WAMS) comprises the policies, standards, hardware and software that manage the customer accounts used to authenticate individuals who are requesting access to State services via the Internet. This e-Business Directory uses SAML to exchange exchanging authentication and authorization data between systems.
Q14			Does the WAMS include multiple access levels or groups?	No.
Q15			How many Active Directory user groups are currently in use?	We are currently using 40 AD user groups.
Q16	Table 2.1.1.2	4	What is the size of the directory you want to keep synchronized between Drupal and Active Directory systems? Approximately how many users and roles are you planning to keep synced?	Today DHS maintains about 250 defined users with 40 separate Active Directory groups in support of the Web security context. We would expect that a larger security context to exist in the Drupal environment
Q17	2.2	12	RFP requires DHS is establishing the necessary LAMP back-end to host the expected website. Has this LAMP stack back-end already been built/configured?	Yes. A development environment has been established.
Q18	2.1	7	RFP requires the Contractor will work with DOA and DHS on the Drupal server environment to be used by DHS. Can you provide more details regarding the preferred role of DOA and DHS staff (e.g., to what extent does DHS staff expect to be involved).	DOA provides the physical hosting location. DOA staff will be responsible for managing the hosting and server environment. DHS staff provides all support for the LAMP environment and Drupal.
Q19	2.2	12	Would DHS be open to a fully managed Drupal tuned LAMP stack, Platform as a Service for hosting of the site (FISMA ATO Certified, 99.95% hardware SLA, High Availability, allowing for a reduction in your teams maintenance of hardware and software, ensuring a smooth transition and take the burden off the internal team)?	No. This is not negotiable.
Q20			Is DHS open to outside vendors hosting the site?	No. This is not negotiable.
Q21			What CMS is the current site in?	The current site doesn't utilize a CMS. It is managed using FrontPage 2003.
Q22			Is there an incumbent vendor performing work on the current site?	No. DHS maintains its current website.

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Q23	Table 2.1.1.1	3	What system will be used for the Subscribe to Updates feature?	Unknown. Looking to contractor to provide input.
Q24	Table 2.1.1.1		We can create RSS feeds can be created for multiple feeds or content types. However, we don't envision using this for all pages. Are we safe to assume this would be for common content types like alerts, press releases and events?	Yes, we only need RSS feeds for these limited content types.
Q25	Table 2.1.1.1	7	Do you want the Verity search engine to replace the built-in Drupal search engine or should this be a separate option? For example, 'search this site' or 'search across all government sites' (through verity).	We would be open to using both search tools as mentioned here.
Q26			Please confirm that content re-writing is not a part of this RFP and that it is straight migration.	Yes. Content re-writing is outside the scope of the RFP.
Q27			What resources will DHS provide to ensure regulation compliance?	Contractor is expected to follow W3C standards for accessibility compliance. Information can be found at http://www.w3.org/standards/webdesign/accessibility .
Q28	Table 2.1.1.1	10	Where is the MySQL database hosted? What information needs to be displayed? What items are included in the library? What information is stored in the forms?	The current environment is hosted by DOA on IIS using an MS SQL Server backend database. There are several connections from web pages to SQL data. In addition to the forms/publications libraries, we also use SQL to display information in other areas, some examples are: • http://www.dhs.wisconsin.gov/areaadmin/HSDListing.asp • http://www.dhs.wisconsin.gov/areaadmin/HSDPgms.asp • http://www.dhs.wisconsin.gov/data/servicesearch.asp • http://www.dhs.wisconsin.gov/data/servicesearch.asp • http://www.dhs.wisconsin.gov/data/glossary.asp. SQL stores the metadata related to forms and publications and points to the actual files that are located in FrontPage 2003 (e.g., http://www.dhs.wisconsin.gov/forms/AtoE.asp). Displayed information includes: Division Prefix, Form No., Form Title, Form Type, Other Location, and Language. For the new environment, DOA provides the physical hosting location. DOA staff will be responsible for managing the hosting and server environment. DHS staff provides all support for the LAMP environment and Drupal. This environment utilizes MySQL. We are open to moving current SQL data to the Drupal environment. We look to the contractor for design recommendations.
Q29			Can you provide URLs to sample online forms on the current site?	http://4.selectsurvey.net/DHS/TakeSurvey.aspx?SurveyID=n2K0ll44.

	Section/ Table	Page/ Item #	Question	Answer
Q30	Table 2.1.1.1	12	For online forms is a "dedicated database" assumed to mean a database outside the Drupal installation? If so, how many forms would need to be connected to an external data storage system?	Since this would be a new feature, we look to the contractor for design recommendations.
Q31			What is the expected behavior of the "Web page # data query" content type?	Query result(s) would be displayed.
Q32	Table 2.1.1.1		Is the intention for Database Connectivity demonstrated by http://www.dhs.wisconsin.gov/wish/measures/wis-pop/long-form.html ?	With regards to WISH, yes. However, this is more of a form submission to an external data service than a database connection.
Q33			For database queries, what external systems will data by queried from? Is there an intention to migrate, for instance, population data, over to the Drupal installation?	For WISH (population data), query parameters are submitted to an external server (http://wish.wisconsin.gov/results/) which then displays results. This WISH server and the data on it will not be migrated to Drupal.
Q34	Table 2.1.1.1	11	What level of editing capability do you want to provide administrative users to be able to add and edit these maps?	We anticipate edits made by an administrative user would be very limited. We look to the contractor for recommendations.
Q35	Table 2.1.1.1		What restrictions may be placed on "restricted map galleries"?	Password protection for use by authenticated users.
Q36			Can you provide URLs to sample mapping on the current site?	At this time we have image file with "hotspots". We would like this type of behavior/functionality to be improved: http://www.dhs.wisconsin.gov/LTCare/adrc/customer/map/
Q37			Will the new site need all pages to be web pages or will PDF's still be used?	We plan to have a mix of web pages and PDFs.
Q38			What is the intended launch date of the new site?	The State expects to create a project plan with the selected vendor that would include a launch date.
Q39			What is the process for design approval? Is there a specific person who has ultimate sign off on the site design?	Designs will go to the DHS Web Team, who will seek approvals as necessary with the teams in place specifically for this project. Final signoff will be from the Executive Sponsor of this project. Timeframe for approvals will be set by the Project Team during the project planning phase.
Q40			Does DHS have a preferred method for acceptance criteria definition and testing?	We expect the vendor to provide some suggestions for managing this, as referenced in sections 3.2.3 and 5.2.3.
Q41			Does DHS have any target traffic goals for the new dhs.wisconsin.gov site?	The goal would be for traffic to remain at the current rate or to increase.

	Section/ Table	Page/ Item #	Question	Answer
Q42			Does DHS have a preference as to whether a *single* company will perform both procurements (i.e., the design/build project and the migration project)? Or, is DHS fully comfortable with 2 distinct vendors performing each project separately.	This specific procurement is comprised of two separate proposals; interested Contractors can submit responses to one or both. DHS has no preference.
Q43			Please confirm that the contract type for each of the 2 projects will be Firm Fixes Price (FFP).	Yes. Firm Fixed Price (FFP) would be used.
Q44			Does DHS have a target budget range in mind that you can share?	No.
Q45			Can you provide an explanation why this RFP was re-issued?	The results of the last RFP did not meet DHS requirements.
Q46			How many firms have been invited to bid on this project? Did any of those firms assist with the preparation of this RFP?	DHS used its VendorNet site for issuing the RFP as well as providing the link for solicitation information to a number of Drupal affiliated organizations. No firms assisted with the preparation of this RFP.
Q47			Our company extensive experience with web development, but for no government clients. Could this clause be exempted?	As noted in Section 3.2.1 Previous Work Examples, the state prefers that one of the three examples for previous work be for a governmental or non-profit agency. This is not a requirement.
Q48			We are a private company that does <u>not audit our financials</u> . From the RFP, <u>this appears to be a requirement that would put us out of compliance</u> . We do have an outside accountant that reviews our books, we do not go through the formal GAPP audit process. If this requirement is something that is not set in stone with DHS, please let us know.	As specified in Section 5.2.4.2 Contractor Stability, proposers are required to submit three years' worth of audited financial statements.